

IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please AMEND claims 1-3 and 6-22 and ADD new claims 23-25 in accordance with the following:

1. (currently amended) A client machine, which is connected to a server machine providing information by a communication line and displays an answer screen according to ~~the a~~ question of a user,

the client machine comprising:

a primary answer section which receives ~~a the user operation question from the user~~, finds an answer ~~according to the user operation question~~ inside the client machine and indicates the answer;

a client information accumulation section which accumulates client information indicating the ~~user operation question~~ and/or a history of a primary answer screen display according to the ~~user operation question~~ received by said primary answer section;

a secondary answer request section, which transmits the client information accumulated in said client information accumulation section to said server machine and requests the server machine the answer to the question of the user when the answer to the question is not found inside the client machine; and

a secondary answer section, which obtains the answer transmitted from the server machine according to the request for the answer to said server machine by said secondary answer request section and displays the secondary answer screen indicating the answer.

2. (currently amended) The client machine according to claim 1, further comprising a communication start instruction section to start a communication with said server machine, wherein said secondary answer request section transmits said client information to said server machine according to ~~the an~~ operation of said communication start instruction section.

3. (currently amended) The client machine according to claim 2, wherein said primary answer section displays said communication start instruction section inside the primary answer screen indicating at least ~~the~~ a final answer, which can answer to the question of ~~this time~~ of the user in the primary answer section.

4. (original) The client machine according to claim 1, wherein the client information accumulated in said client information accumulation section is transmitted to a window which receives the question of the user by a communication line.

5. (original) The client machine according to claim 4, wherein said client information is transmitted to the window by e-mail.

6. (currently amended) The client machine according to claim 4, wherein said client machine receives the question from the user regarding a ~~trouble~~ problem which occurred on the client machine and displays an answer screen indicating the answer ~~aiming at the solution of~~ to the ~~trouble~~ problem.

7. (currently amended) The client machine according to claim 1, wherein said secondary answer section displays a mailing instruction section to activate an e-mail software inside the secondary answer screen, comprising:

~~the~~ an e-mail link section which activates the e-mail software according to ~~the~~ an operation of the mailing instruction section by the user on the secondary answer screen including said mailing instruction section displayed by said secondary answer section and delivers an email address ~~of the window on the e-mail~~ which receives the question of the user to the e-mail software.

8. (currently amended) The client machine according to claim 7, wherein said mailing instruction section is displayed inside the secondary answer screen indicating at least ~~the~~ a final answer, which can answer to the question of ~~this time~~ of the user in said server machine.

9. (currently amended) The client machine according to claim 7, wherein said client information accumulation section accumulates the ~~user operation~~ question of the user and/or the history of the secondary answer screen display according to the ~~user operation~~ question as the client information,

wherein said e-mail link section delivers said email address to said e-mail software and,

further, delivers the client information accumulated by said client information accumulation section.

10. (currently amended) The client machine according to claim 7, wherein said client machine receives the question from the user regarding ~~the trouble~~ a problem which occurred on the client machine and displays the answer screen indicating the answer ~~aiming at the solution of the trouble~~ problem.

11. (currently amended) A server machine, which is connected by a communication line to a client machine which receives the feeding of information, and which transmits an answer to ~~the a~~ a question from a user of the client machine to the client machine,

wherein said client machine receives the ~~user operation~~ question from the user, finds the answer according to the ~~user operation~~ question inside the client machine and displays the primary answer screen indicating the answer and, at the same, accumulates client information indicating the ~~user operation~~ question and/or the history of the primary answer screen display according to the ~~user operation~~ question and transmits the client information to this server machine so as to request the answer to the question of the user when the answer to the question is not found inside the client machine,

the server machine comprising:

a client information receiving section which receives the transmitted client information;

an answer specifying section to specify the answer to the question of the user of said client machine based on the client information received from said client information receiving section; and

an answer transmitting section which transmits the answer specified by said answer specifying section to said client machine.

12. (currently amended) A client program storage medium which stores a client program, which is executed inside a computer connected to a server machine which feeds information by a communication line so as to allow the computer to operate as a client machine to display an answer screen according to ~~the a~~ a question of an user, comprising:

a primary answer section which receives the ~~question~~ user operation, finds the answer according to the ~~user operation~~ question inside the computer and displays an primary answer screen indicating the answer;

a client information accumulation section which accumulates client information indicating the ~~user operation~~ question and/or a history of the primary answer screen display according to

the ~~user operation~~question received by the primary answer section;

a secondary answer request section which transmits the client information accumulated in said client information accumulation section and requests the server machine the answer to the question of the user when the answer to the question is not found inside the computer; and

a secondary answer section which obtains the answer transmitted from the server machine according to the request of the answer to said server machine by said secondary answer request section and displays the secondary answer screen indicating the answer.

13. (currently amended)The client program storage medium according to claim 12, further comprising a communication start instruction section, wherein said secondary answer request section transmits said client information to said server machine according to ~~the~~an operation of the communication start instruction section to start the communication with said server machine.

14. (currently amended)The client program storage medium according to claim 13, wherein said primary answer section displays said communication start instruction section inside the primary answer screen indicating at least ~~the~~a final answer, which can answer to the question ~~of this time~~ of the user in the primary answer section.

15. (currently amended)The client program storage medium according to claim 12, wherein said client program transmits the client information accumulated in said client information accumulation section to ~~the~~a window which receives the question of the user by the communication line.

16. (currently amended)The client program storage medium according to claim 15, wherein said client program transmits said client information to the window by ~~the~~ e-mail.

17. (currently amended)The client program storage medium according to claim 15, wherein said client program receives the question of the user regarding ~~the trouble~~a problem which occurred on said client machine and displays the answer screen indicating ~~the~~an answer ~~aiming at the solution of~~to the troubleproblem.

18. (currently amended)The client program storage medium according to claim 12, wherein said secondary answer section displays a mailing instruction section to activate ~~the~~ e-mail software inside the secondary answer screen,

wherein said client program further activates the e-mail software according to the

operation of the mailing instruction section by the user on the secondary answer screen including said mailing instruction section displayed by said secondary answer section and allows the e-mail software to operate as the client machine comprising ~~the~~ an e-mail link section which delivers ~~the~~ an email address ~~of the window~~ receiving the question of the user ~~on the e-mail~~ to the e-mail software.

19. (currently amended) The client program storage medium according to claim 18, wherein said mailing instruction section is displayed inside the secondary answer screen indicating at least ~~the~~ a final answer, which can answer to the question of ~~this time~~ of the user in said server machine.

20. (currently amended) The client program storage medium according to claim 18, wherein said client information accumulation section accumulates the ~~user operation~~ question and/or the history of the secondary answer screen display according the ~~user operation~~ question, wherein ~~said~~ an e-mail link section delivers said email address to said e-mail software and, further, delivers the client information accumulated in said client information accumulation section.

21. (currently amended) The client program storage medium according to claim 12, wherein said client program receives the question from the user regarding ~~the trouble~~ a problem which occurred on said computer and displays the answer screen indicating the answer aiming at the solution of the trouble.

22. (currently amended) A server program storage medium storing a server program, which is executed inside a computer connected to a client machine receiving the feeding of information by a communication line so as to allow the computer to operate as a server machine to transmit ~~the~~ an answer to ~~the~~ a question from ~~the~~ a user of the client machine to the client machine,

wherein said client machine receives the ~~user operation~~ question, finds the answer according to the ~~user operation~~ question inside the client machine and displays the primary answer screen indicating the answer and, at the same time, accumulates the client information indicating the ~~user operation~~ question and/or the history of the primary answer screen display according to the ~~user operation~~ question and transmits the client information to this server machine so as to request the answer to the question of the user,

wherein the computer is allowed to operate as the server machine comprising:
a client information receiving section which receives the transmitted client

information;

an answer specifying section which specifies the answer to the question of the user of said client machine based on the client information received by said client information receiving section when the answer to the question is not found inside the client machine; and

an answer transmitting section which transmits the answer specified by said answer specifying section to said client machine.

23. (new) A client machine connected to a server via a communication line and comprising:

an answer section which receives a question of a user and searches for an answer to the question inside the client machine and indicates the answer when found; and

a client information accumulation section which accumulates client information indicating the question and activity history of the answer section,

wherein when the answer to the question is not found in the client machine, the client information is transmitted to the server and a request is made for the server to answer the question of the user.

24. (new) A method comprising:

receiving a question from a user of a computer corresponding to a problem which has occurred in the computer;

searching for an answer stored in the computer to the question to solve the problem and displaying the answer when found in the computer; and

requesting the answer to the question from a server when the answer to the question from the user is not found in the computer.

25. (new) A method comprising:

means for receiving a question from a user of a computer corresponding to a problem which has occurred in the computer;

means for searching for an answer stored in the computer to the question to solve the problem and displaying the answer when found in the computer; and

means for requesting the answer to the question from a server when the answer to the question from the user is not found in the computer.